



South Central Ambulance Service **NHS**  
NHS Foundation Trust

## Safeguarding Annual Report 2016-17

Antony Heselton  
Head of Safeguarding and Prevent Lead



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## 1 Executive Summary

South Central Ambulance Service NHS Foundation Trust was formed in 2006, covering 4 counties a population of 4 million residing in over 3,500 miles which is the same size as Cyprus. It employs over 3,000 clinical and non-clinical staff and is supported by over 1,200 volunteers.

SCAS understands and promotes the importance of safeguarding children and adults across all areas of its services. This will include any person that could potentially come into contact with the general public either face to face or via the telephone, preventing harm to the patients that are cared for in the pre hospital environment. SCAS has taken measures to ensure that policies and processes comply (adhere) to the requirements and performance outlined by legislation and policies and procedures of our partner agencies:

- CQC regulation Core Standards
- Childrens Act 1989 and 2004
- Working Together to Safeguard Children 2015
- Criminal Justice Act 2015
- Care Act 2014
- Care Quality Commission (CQC) registration for Safeguarding Adults and Children
- NHS England
- Department of Health
- Law Commission
- Home Office
- United Kingdom Police Authorities
- 36 local Safeguarding Children's and Adult Partnership Boards across 6 counties.
- 5 Child Death Overview Panels (CDOP)
- 6 Serious case review panels
- LSCB/LSAB training sub-groups
- LSCB/LSAB quality assurance sub groups
- National Ambulance Safeguarding Group
- Rapid Response Meetings
- Safeguarding Strategy Meetings
- Local authorities across the SCAS area
- Safeguarding teams within other NHS organisations
- Ofsted
- The Border Agency

This report, developed on behalf of the Executive Director of Quality and Patient Care, covers the main areas of work and the progress made over the last year to improve safeguarding and prevent harm to the patients in our care. This also includes the work with regard to Prevent, the Government's long term strategy with regard to supporting vulnerable individuals at risk of radicalisation by extremist groups. The Trust's Head of Safeguarding is also the Prevent lead and as a result SCAS has strong links with the South East Counter Terrorism Unit (SECTU), NHS England Prevent leads, local Police and Local Authority teams responsible for supporting individuals that are at risk from organisations that look to radicalise these vulnerable persons.

Progress has been made over the last year with an increase in staff for the safeguarding team, so the team are more able to meet the demands of the ever expanding safeguarding role within South Central Ambulance Service, the wider Healthcare setting and across the NHS. The workload has been increased by the introduction of the Care Act 2014 as the adult board meetings are now a statutory requirement for SCAS. Safeguarding adults now has the same statutory footing as safeguarding children meaning that SCAS must comply with the legislation. The Trust has continued to see the increase in local authorities' use of multi-

agency safeguarding hubs (MASH). SCAS safeguarding team are distant virtual members of a number of MASH's and provide in information when requested. This membership has facilitated SCAS in becoming a pivotal member of the multi-agency safeguarding teams across our area.

During 2015 the Trust rolled out safeguarding level 2 training to all staff groups as required in the Intercollegiate Document (2014), including Patient Transport Services, all Clinical Contact Centre staff, volunteer community first responders and co-responders staff. The Head of Safeguarding has delivered train the trainer courses to the Trusts education training team and the Community First Responder and Co-Responder training teams so they are able to deliver Level 1 and 2 safeguarding training across the Trust. This training is audited for quality by the Head of Safeguarding to ensure the courses that are running are compliant with legislation and the intercollegiate document 2014. All our safeguarding training has been quality assured by our commissioning safeguarding leads to ensure that the Trust's safeguarding training is to the required standard.

The safeguarding team have provided information for 23 Internal Management Reviews, including Serious Case Reviews into children that have been harmed as a result of abuse, Domestic Homicide Reviews and Safeguarding Adult Reviews. They have also handled 1691 general enquiries, 1143 fire safety alerts, 199 maternity alerts, 36 section 42 of the Care Act 2014 investigations, 3458 Multi Agency Safeguarding Hub enquiries and 61 child death rapid response reports. The safeguarding team requested investigations into 17 cases of allegations against staff and our private provider provision during the last year alongside the police investigations. SCAS has fully supported investigations by working in partnership with our police and local authority partners, designated officers and Commissioners.

Safeguarding has been further embedded as core business across all areas of the Trust and impacts on every element of Trust business. South Central Ambulance has won new contracts due to commence in 2017 in our patient transport service area; the safeguarding team have been working with colleagues from the commercial services department to ensure that safeguarding is embedded in core business within these new contracts. This work will continue to develop as we move into 2017-2018 with greater scrutiny from our partners into the strategies the Trust develop to implement the services ensuring safeguarding is embedded and compliant with policy. Safeguarding is one of the few areas where legislation has an impact across every area of our service and on every person working within SCAS, and those requiring and depending on the Trusts services. South Central Ambulance Service NHS Foundation Trust involvement has dramatically increased with our safeguarding partner agencies over the last 12 months supporting and safeguarding the public we serve.

## **2 Standards**

South Central Ambulance Service NHS Foundation Trust safeguarding activity is scrutinised and challenged by the safeguarding leads representing the Clinical Commissioning Groups and is regulated by legislation, the Care Quality Commission, the Department of Health and NHS England. SCAS provides evidence of compliance with the Children's Act 2004 and the Care Act 2014 to the Local Safeguarding Boards, both adult and children, by the submission of a section 11 audit covering children and adult. South Central Ambulance NHS Foundation Trust policies and procedures are inclusive of all major elements required from our Local Safeguarding Boards.

Safeguarding training has been developed to meet the standards of the Intercollegiate Document (2014) for level 1, 2 and 3 safeguarding. Safeguarding training is now a combination of both on line and face to face training. This also incorporates the Mental Capacity Act 2005, Mental Health and Learning Disabilities and was constructed in collaboration with the Trust's Mental Health and Learning Disabilities Lead. All safeguarding

training has been evaluated by subject matter experts from our Clinical Commissioning Groups and has continued to be found to be of a high standard.

### 3 Action Plan Review

South Central Ambulance Service NHS Foundation Trust has a responsibility with regard to serious case reviews, safeguarding adult reviews, domestic homicide reviews and partnership reviews. These are an in-depth review of our involvement with the vulnerable individual over a set period of time where South Central Ambulance and our partner agencies have had involvement with either the individual that has come to harm or their families. Following these in-depth reviews SCAS develops any highlighted weaknesses into a joint action plan shared with our partner agencies. These action plans are shared at the Trusts Patient Safety Group and Serious Incidents Requiring Investigation Group for executive oversight and accountability. Most of the actions highlighted are completed before the completion of the report writer's overview report. Any actions outstanding are built into our strategy for the following year (when required to do so) or are joint actions with partner agencies and we rely on our partners to complete their element of these actions for closure.

The Trusts safeguarding training action plan is held by the Education Department. The Head of Safeguarding oversees this action plan to ensure that the Trust meets its statutory requirements with regard to safeguarding.

Safeguarding is a regular agenda item at the quality review meetings with the commissioners. There are currently no action plans for improvement with our commissioning groups..

### 4 Activity.

The safeguarding team have had a productive year with an increase in activity during 2016/17, with the number of referrals increasing but at a slower rate than 2015/16 (**appendix 1**). This together with SCAS's greater involvement in local safeguarding hubs, and partner agencies to safeguard the vulnerable in our community has made this the busiest year to date for the safeguarding team. The training of Trust staff in some areas as domestic abuse champions by Local Authority partners has further highlighted the importance to our staff within the domestic abuse agenda. Key activities for 2016/17 include;

- Safeguarding training compliance figures for the year. **See appendix 2**
- Safeguarding policy updated. **See appendix 3**
- SCAS continual involvement in safeguarding case conferences, rapid response meetings and strategy meetings across the whole trust.
- Continuing support to CQC with any safeguarding investigations they have undertaken with agencies outside SCAS.
- The delivery of Prevent basic awareness training to all newly inducted staff and built into the online learning along with the delivery of Workshop to Raise Awareness of Prevent (WRAP) to staff who work in the areas provided in the Home Office list of high risk areas of radicalisation.
- Completing joint SCAS safeguarding referral audit with our partner agencies in Buckinghamshire, Berkshire, Oxfordshire and Hampshire.

- Delivering safeguarding level 3 specific training to the Patient Experience team and the HR team on an annual basis
- Continued increasing demand from our partners in Local Authority for information we hold as a Trust with regard to vulnerable persons across the Trust.
- A large increase in section 42 enquiries following the implementation of the Care Act 2014 by our partners.
- The completion of serious case reviews, safeguarding adult reviews, domestic homicide reviews and partnership reviews.
- The management of safeguarding allegations against our staff and private providers staff working on our contract.
- Attendance at safeguarding board meetings, sub groups and section 11 and adult compliance meetings.
- Attendance at Child Death Overview Panels (CDOP)
- A review and refreshed Train the trainer courses for the Trust Education educators, (999, PTS, 111 and EOC) and Community First Responders and Co-Responder trainers to deliver level 1 and 2 safeguarding training.
- SCAS representation at a national level through the National Ambulance Safeguarding Group.
- Completions of safeguarding section 11 compliance and adult audits for both adult and children boards
- The release of a safeguarding app that can be used on Apple, Android and Windows platforms so it can be accessed by Trust smart phones. Developed with NHS England contractor responsible for this app.
- The completion of detailed safeguarding referral audits internally with PTS, 111 and the 999 services quarterly.
- The completion of detailed safeguarding audits of SCAS and partner safeguarding referrals looking at the quality of our referrals with our partner agencies.
- A review of the Trust's Allegation policy to ensure that the Care Act 2014 is correctly represented within the policy.
- The completion of contract quality schedule report for commissioners
- The development of a Thames Valley and Hampshire area expert designated professionals group which specialises in peer review and support for SCAS safeguarding

## 5 **Risks.**

There have been no corporate risks identified for SCAS with regard to safeguarding for 2016-2017.

## 6 Future developments for 2017/2018

The focus for next year will be to maintain the high profile of safeguarding within the Trust and continue to build strong working partnerships with all of our safeguarding colleagues in Local Authority, health partners, the police and at a national level

Key elements to be addressed and developed in 2017-2018:

- To deliver a train the trainer course to deliver Prevent WRAP training for the Trust's Education teams (PTS, 111 and the 999 service) along with the training departments of our commissioned services (both PTS and 999).
- To complete continuing reviews of our safeguarding training both level 1, 2 and 3. These will need to be mapped against the new intercollegiate document when this is released.
- To develop intranet safeguarding site with regard to supporting the whole trust around safeguarding by producing an information rich safeguarding area.
- To continue to work closely with the Adult Safeguarding Boards, Child Death Overview Panel, Safeguarding Health Subgroups and to support when required as a virtual member of the Children's Safeguarding Boards.
- To continue working closely with the Trust's Mental Health and Learning Disability Lead.
- Maintain a close working relationship with safeguarding colleagues at a national level.
- Continually update our safeguarding policy and procedures in line with new legislation and best practice.
- Keep the Trust's Board fully apprised of any changes in legislation and best practice risks identified with regard to safeguarding that impact on SCAS.
- To fully support any safeguarding allegations, reviews, police enquiries and internal investigations undertaken by SCAS.
- To develop a performance indicator automated audit tool for staff feedback on safeguarding referrals so that this can be utilised during the appraisal process.
- The development of a web based safeguarding referral process in a move away from paper referrals in our clinical call centres.
- Complete the roll out of Prevent WRAP training to all areas of patient face to face contact staff.
- Design and roll out both a Prevent and Domestic abuse electronic referral form.
- To produce a Trust wide chaperone policy following the Bradbury report.

## Appendices.

### Appendix 1



Child and adult  
referrals for 2016-20

### Appendix 2



training figures for  
2016-2017.docx

### Appendix 3



CSPP 1 Safeguarding  
Policy v8 October 201